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Memorandum

TO: BATA Oversight Committee

DATE: October 7, 2009

FR: Deputy Executive Director

W.I. 1253

RE: Change Order – FasTrak® Regional Customer Service Center – Tag Swap: ACS State and Local Solutions, Inc. (ACS)

To minimize the number of FasTrak® toll tag misreads at the toll plazas, staff is proposing to proactively replace the oldest tags currently in circulation, as the batteries in these tags have either already failed or are about to fail. Staff is proposing that the tag replacement program begin with the approximately 5,450 tags that were originally issued in 1999.

BATA entered into a contract with ACS on December 31, 2003, for the management and operations of FasTrak® Customer Service Center (CSC). The ACS contract has been extended through June 30, 2013, in accordance with the terms of the request for proposal that resulted in the selection of ACS. FasTrak® toll tag maintenance and management tasks are included as part of the Phase II CSC Operations scope of work, of which this particular change order is comprised. Based on discussions with ACS, the cost to replace the 5,540 tags totals \$136,416, as follows:

- \$97,351 – CSC account management system software upgrades (one-time cost)
- \$25,615 – Tag replacement materials and processing (5,450 tags @ \$4.70 per tag)
- \$13,450 – Postage @ \$2.47 per tag

Staff further proposes that toll tags issued between 2000 and 2002 be replaced over the next two years. Based on staff's experiences with this initial tag replacement, staff may request additional funds to cover the tag replacement for the subsequent years. In accordance with current policies, it is proposed that the replacement of the 1999 tags be free of charge to the FasTrak® customer. The FasTrak® Management Group has been discussing the potential of charging customers a fee for new and replacement tags.

Recommendation

Staff recommends the Committee authorize the Executive Director or his designee to negotiate and enter into a change order with ACS to implement the FasTrak® toll tag replacement program in an amount not to exceed \$136,416.

Andrew B. Fremier

REQUEST FOR COMMITTEE APPROVAL

Summary of Contract Change Order

Work Item No.: 1253

Contractor: ACS State and Local Solutions, Inc.
San Francisco, CA

Change Order No.: #21

Work Project Title: FasTrak[®] Tag Swap Program

Purpose of Project: Remove and replace all 1999 FasTrak[®] toll tags

Brief Scope of Work: 5,420 FasTrak[®] toll tags with a 1999 DOB are to be removed and replaced by ACS State and Local Solutions.

Project Cost Not to Exceed: \$136,416 this change order (current contract amount \$66,715,600)

Funding Source: Bridge Tolls

Fiscal Impact: FY 2009-10 Toll Bridge Capital Rehabilitation Budget.

Motion by Committee That the Executive Director or his designee is authorized to negotiate and enter into a contract change order with ACS State and Local Solutions, Inc. for the purpose described above and the Chief Financial Officer is directed to set aside funds in the amount of \$136,416 for such change order.

BATA Oversight Committee:

Bill Dodd, Chair

Approved: Date: October 14, 2009